

PERSONNEL RULES & REGULATIONS MANUAL

SECTION 100 INTRODUCTION

Section 101. Welcome

Welcome to the City of Gaithersburg. As a City of Gaithersburg employee, you are part of a diverse workforce of dedicated professionals. You can take a great deal of pride in being associated with a hard-working organization that has a long-standing tradition of providing the very best in municipal services. The work we do every day contributes to the outstanding quality of life enjoyed by the citizens and businesses of the Gaithersburg community through the development and delivery of reliable and efficient services.

Always keep in mind that the citizens of the City of Gaithersburg are our ultimate "employer." As local public officials and employees, we are a service provider for City residents and the public in general. **Customer service is our highest priority.** Each public contact is an opportunity for excellent performance: whether it is handling a complaint, a request for service, or an occasional thank-you. Customer service is not limited to our citizens, local businesses and the general public, but includes the interaction between all City employees, representatives of other government agencies, suppliers, providers of services, and other outside businesses and organizations with whom we work. The primary goal is always to provide all of our customers with quality service in a prompt and courteous manner.

Each individual in our organization plays an important role in carrying out the City's mission and ensuring that our community thrives. You are encouraged to be actively involved in this process, to engage your supervisor, department head, and City Manager, and to support the principles of continuous improvement and teamwork that we believe are necessary to accomplish our goals and continued success. By working cooperatively, we not only strive to get the job done but to create a challenging and stimulating work environment as well.

As an employee of the City of Gaithersburg, it is important for you to understand the policies that affect your employment. This Manual is designed as a comprehensive resource to provide you with basic rules and regulations, as well as procedure and policy information. If you have additional questions regarding these or other City policies, please ask your supervisor. You may also contact the Department of Human Resources for further clarification or questions.

You were selected for your position not only because you possess the skills and abilities needed to perform your job, but also because you have shown that you can provide the excellence in service that the City expects and the citizens deserve. We hope that your employment with the City will be a happy, challenging, and rewarding experience.

Section 102. Brief History

Gaithersburg began in 1765 as a small agricultural settlement known as Log Town. In 1850, the post office was named "Forest Oak." The town officially became Gaithersburg when it was incorporated on April 5, 1878.

The City is named after Benjamin Gaither who built a house in 1802 on the property where the famous Forest Oak tree used to grow. The Forest Oak grew at the site for nearly 300 years before it was felled during a storm in the summer of 1997. The City logo, an oak tree encircled by a green "G," reflects the importance of trees in Gaithersburg's past and present. In 1996, the City added the phrase, "A CHARACTER COUNTS! City" to the logo. Gaithersburg's flag is white with the City's logo centered on it in green.

The building that now houses City Hall was once the home of Edward P. Schwartz who, in 1913, established a famous peony garden on land that stretched from the railroad station to Hutton Street.

The garden included 410 varieties of peonies from all over the world. Each spring the garden was a tourist attraction visited by admirers, including President Woodrow Wilson. The City purchased the estate in 1958 and renovated the house for municipal offices. The peony is the City flower.

Gaithersburg has undergone significant changes in recent years. The City is now an urban area and a suburb of Washington, D.C. It has become a major regional location for high-technology companies while commercial agriculture is close to non-existent. The rolling fields of wheat are now roads, housing developments, and commercial enterprises, but at the same time a number of historic communities and traditions have been preserved. In the 21st century Gaithersburg continues to grow while retaining many of the qualities of a small town that cherishes its rich, diverse heritage.

Section 103. City Mission, Vision & Guiding Principles

103.1 Mission

The Gaithersburg City government exists to provide quality, cost effective, priority community services for its citizens. We are a CHARACTER COUNTS! City that serves as a catalyst for the involvement of residents, businesses, and organizations to ensure that Gaithersburg is a great place to live, work, learn, and play.

103.2 Vision

Gaithersburg will set the standard for other cities as a "special" place where people want to live, work, learn, and play.

Gaithersburg will be a City that:

- Lives by the Six Pillars of CHARACTER COUNTS! (trustworthiness, respect, responsibility, fairness, caring and citizenship).
- Has retained the best qualities of a small town and respects its heritage while embracing the opportunities that new technologies provide.
- Has involved and supportive citizens and businesses reflecting the diversity of the community.
- Has a fiscally conservative, proactive government.
- Has safe, highly livable neighborhoods with a variety of housing types and styles served by diverse transportation options.
- Has a desirable business environment and diverse employment options.
- Has excellent learning opportunities that meet the needs of the community.
- Has attractive and beautifully maintained parks and public places.
- Has citizens and institutions that value cultural diversity and seeks ways to promote involvement from all cultural groups.
- Has many leisure time activities that meet the needs of the community.
- Has a high quality, family-friendly environment for people of all ages and cultures.
- Has citizens with a strong sense of community and individual responsibility.
- Has a natural environment that is protected, respected, and enhanced.
- Has strong partnerships to meet the needs of the community.
- Has a community that encourages individual health and wellness.

103.3 Guiding Principles

Gaithersburg is guided by the Six Pillars of CHARACTER COUNTS! as demonstrated by:

CUSTOMER FOCUS:	We actively pursue the identification of citizen needs through citizen involvement to provide effective service to our community with efficiency, accountability, and a caring attitude.
OPEN COMMUNICATION:	We promote honest, open communication and easy access to information.

CREATIVITY:	We strive to improve the quality and efficiency of City services through creative approaches and new innovative, and cost effective technologies.
FISCAL RESPONSIBILITY:	We provide quality services, of the best value, to effectively meet the needs of our community while maintaining a pay-as-you-go philosophy.
COOPERATION:	We promote a spirit of fairness, trustworthiness, respect, and teamwork among our elected officials, City employees, residential and business communities, neighboring jurisdictions, and other governmental agencies.
COMMITMENT OF EXCELLENCE:	We strive to achieve excellence in all we do.
CONTINUOUS IMPROVEMENT:	We advocate good citizenship and support the freedom to actively pursue suggestions, ideas, and creative approaches, leading to continuous improvement in everything we do.

Section 104. Strategic Directions Overview – FY2010

The City of Gaithersburg's Strategic Directions establish an overall approach to achieving the City's vision:

- Ensure that all planning and development considers and responds to the City's environmental, transportation, economic, social, and civic needs.
- Implement traffic and transportation planning and management strategies to improve the safety, structure and function of streets, transit, bikeways, and sidewalks within the City.
- Actively pursue Gaithersburg Olde Towne District Master Plan.
- Maintain and enhance priority City services.
- Implement programs that improve current housing stock and pursue development and redevelopment opportunities that provide an appropriate mix of housing types in inclusive communities.
- Maintain support of neighborhood Community Policing programs.
- Provide quality parks, diverse cultural, artistic, and recreational opportunities for all ages and interests.
- Implement programs and policies to protect, enhance, and monitor our natural and built environment to support a sustainable quality of life.
- Actively pursue economic development programs and strategies.
- Ensure effective and consistent communication activities and implement programs that promote citizen involvement.
- Maintain, enhance and improve the City's buildings and real property assets.

Section 105. Organizational Structure

105.1 City Charter & Code

The Charter is the City's fundamental law and constitution. It establishes the name of the municipality and form of government, enumerates the powers of the City Council, provides for City elections and preparation of a budget, and establishes other legislative and administrative powers and procedures. The first Charter of Gaithersburg was granted by the General Assembly of Maryland on April 5, 1878.

The City Code is the compilation of all the laws of the City. The City Charter and Code are available for public review at City Hall and on the City's website, www.gaithersburgmd.gov.

105.2 Government

Gaithersburg is primarily located in the 9th Election District of Montgomery County, the 17th Legislative District, and the 8th U.S. Congressional District of the State of Maryland.

The City is administered by a Council-City Manager form of government, adopted by the City in 1962 to provide a strong Council elected by the people to govern the community and a City Manager chosen by the City Council to implement their programs and run the day-to-day business of the City. This form of government combines the voice of the citizens through the Mayor and Council with the professional training of a Manager.

City elections are held on the first Tuesday after the first Monday in November in odd numbered years. The Mayor is elected to a four-year term and presides over the City Council. The Mayor is a non-voting position. The City Council has five elected members and each serves a four-year term. Council members elect a Vice President each year and each Council member has a vote. There are formal Council sessions every other Monday, which are televised, where the Mayor and Council discuss issues and pass legislation. On the off Mondays, there are work sessions. These are informal meetings, open to the public, where the Mayor and Council discuss relevant City business. This is a time of research, problem solving, and informal decision-making. Agendas for all City Council meetings are available on the City website.

The City Manager is the chief executive officer and administrative head of the City government, supervising the daily affairs of the City government and implementing the legislative policy. The City Manager is appointed by the Council for an indefinite term and is selected based solely upon management qualifications. The City Manager is responsible for keeping the City Council informed and making recommendations regarding City needs. The City Manager appoints all City employees, except in cases where he/she delegates the authority, and coordinates the programs of all departments. The Council also delegates duties to the City Manager.

The Mayor and Council also rely on a number of citizen committees, boards, and commissions to serve as advisors for or regulate such issues as beautification, environmental affairs, economic development, planning, and many more. All City committee members are appointed by the Mayor and confirmed by the City Council.

Gaithersburg is a fiscally responsible City that has not incurred any bond debts since 1964. It has a pay-as-you-go financial philosophy; taxes on citizens of the City have remained the same for more than 40 years.

105.3 Departments

The City of Gaithersburg has nine departments:

Office of the City Manager

The City Manager directs and coordinates the general administration of the City government, which includes preparation of the annual budget. The Office of the City Manager provides management and administrative support for operating departments, programs, and initiatives established by the Mayor and Council. The City Manager coordinates the enforcement and execution of laws and ordinances of the City.

Community & Public Relations

The Community & Public Relations Department coordinates outreach and engagement activities throughout the community. It is comprised of the Community Services Division and the Public Information Office. Collaboratively, this department connects residents with services, engages residents in multicultural, educational, and volunteer initiatives, communicates and promotes City events and activities, and fosters collaboration and involvement.

Finance & Administration

The Finance & Administration Department activities and responsibilities include the receipt and disbursement of City funds, financial reporting, investment of idle funds, control of fixed assets, collection of taxes and assessments for special projects, and assisting all departments in securing supplies, materials, equipment and services. Duties also include assisting the City Manager in preparation of the annual budget.

Human Resources

The Human Resources Department is responsible for providing a centralized program of personnel administration for more than 300 City employees, including conducting recruitment for job openings, distribution of employment information, classification and compensation, employee benefits, training, and employee relations. The Department ensures a safe and healthy work environment that stimulates personal growth and professional development.

Information Technology

The Information Technology Departments provides for personnel and operating costs associated with the City's computer systems, telephone systems, and related information systems which generally benefit all City departments.

Parks, Recreation & Culture

The Parks, Recreation & Culture Department provides quality programs, facilities, and parks in accordance with the priorities established in the City's Strategic Plan and the Parks, Recreation, and Open Space Plan. These programs, which are available to persons of all ages and cultures, are designed to enhance quality of life and encourage a sense of pride in the community, highlighting Gaithersburg as an outstanding place to live, work, learn, and play.

Planning & Code Administration

The Planning & Code Administration Department oversees growth and orderly development within the City, and enforces all ordinances and codes that govern residential and commercial construction within the corporate limits.

Police

The Gaithersburg Police Department is a nationally-accredited law enforcement agency that shares responsibility for services with the Montgomery County Police, providing coverage 24 hours a day, 365 days a year. The Department operates under a philosophy of community policing and utilizes a problem-solving approach to address patterns of criminal and traffic issues.

Public Works

The Public Works Department provides a variety of services such as snow removal, street sweeping, repair and maintenance of streets, sidewalks, and storm drains, beautification of the City's streets, public buildings, and parks, recycling, city vehicle maintenance, and storm water management. The Department is in charge of maintaining all City facilities including custodial services, utilities, repairs, supervision of construction, and service contracts for all major equipment. Engineering functions include reviews of storm water management, sediment control, storm drainage, paving, and site plans for new developments. The department's engineering staff administers capital improvement projects (CIP) for road and storm drain projects.